




































 Nick (30062E): -
 Ben Bewick: Hello there
 Ben Bewick: Im at the download page
 Ben Bewick:  <http://www.linksysbycisco.com/UK/en/support/EFSP42/download>
 Nick (30062E): Thank You for Contacting Linksys Live Chat Support. My name is Nick, How may I help you today?
 Ben Bewick: did you get those messages? or were you not connected?
 Ben Bewick: Hello?
 Ben Bewick: /me waits
 Nick (30062E): I can certainly help you with that, however, before we begin, I need to ask a few questions that will help me assist you better.

May I know which country are you based in?

 Ben Bewick: uk
 Ben Bewick: aka gb
 Ben Bewick: as in, United Kingdom
 Nick (30062E): I would like to request you to provide me with the Serial Number of the Linksys device (you would find it on the flip side of the device on the Linksys logo)
 Ben Bewick: or Great Briton
 Ben Bewick: Its in the back of the cupboard... do you _really_ need it?
 Nick (30062E): Yes we need it
 Ben Bewick: S82203A06719
 Ben Bewick: It's an EFSP42 v2.5
 Nick (30062E): Can you please provide me your Email address and Telephone number?
 Ben Bewick: You already have them
 Ben Bewick: I filled in the previous screen
 Ben Bewick: server name: SC0ED641 (Ill need that later)
 Ben Bewick: Hello?
 Nick (30062E): Due to the complexity of the issue I would recommend you to contact our phone support number.
 Ben Bewick: You dont even know the issue yet
 Ben Bewick: I havnt told you
 Ben Bewick: Hello?
 Nick (30062E): Let me know the issue
 Ben Bewick: How to get the software for the 2.5 version sa only 1.0 is listed
 Ben Bewick: * as
 Nick (30062E): Due to the complexity of the issue I would recommend you to contact our phone support number.
 Ben Bewick: suttle
 Ben Bewick: Would you email me a log of this?
 Ben Bewick: Or do I need to call you premium rate number for that?
 Ben Bewick: * your
 Nick (30062E): Yes
 You have disconnected.